



8.5 Installation Guide

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Addendum A

The following additional terms and conditions apply to your use of certain Captaris RightFax software products:

- RightFax Document Management Connector – a maximum of 50 users for each license of RightFax Document Management Connector.
- RightFax InternetLink Module – a maximum of 1000 pages per day may be sent out.
- RightFax Connector for SAP R/3 – licensed for simultaneous use by a single SAP production client and multiple test/development/QA clients. One Connector will be required per RightFax server.
- RightFax Integration Module – licenses the use of RightFax embedded codes in a production fax environment. "Production fax" is defined as a faxing solution where the electronic generation of documents originates as a data stream from any automated program, host or server-based application (excluding individual user-generated desktop documents and mail-merge).
- RightFax COM Module – a separate license must be purchased prior to using the RightFax Component Object Model API (Application Programming Interface).

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Introduction

The *RightFax Installation Guide* is designed for RightFax administrators who will be installing the RightFax server software. This guide assumes you have knowledge of the Windows NT® and Windows 98, Windows 2000, or Windows XP operating systems, as well as knowledge of networking systems and your own organization's network.

This guide includes instructions for upgrading the RightFax server and installing new RightFax components. Save this guide — you may need to refer to it as your RightFax system grows.

Conventions used in this guide

Notes and warnings in this guide provide instructions for special circumstances, side effects and product interactions, and important reminders.

- Notes include information that you may find useful but do not affect the integrity of your computer hardware, software, or data.
- Warnings always indicate that failure to proceed carefully may result in loss of data or damage to hardware or software. Always read and understand warnings before proceeding.

Because most RightFax products let you customize the install location, paths are not presented as literal paths from the root folder. Instead, the install folder you selected at the time of installation is assumed to precede folder names where applicable.

Courier font is used in this guide to indicate text that you enter, command line text, or ASCII or other text. This font is also used to set examples off from the surrounding text. If the text contains variables (such as a command line with variable parameters), the variables are *italicized* and then described in the subsequent paragraph.



Chapter 1

Hardware and Software Requirements

Fax Server Requirements

The computer running the RightFax server software must meet or exceed the following specifications:

- Windows NT Server v4.0 service pack 6 or later, Windows 2000 server, or Windows XP server.
- Pentium II 233 MHz processor.
- 128 MB of RAM. More RAM may be needed if the server will also run other services such as SQL Server, SMS, or Microsoft Exchange.
- 1 GB hard drive or larger. You may need more disk space depending on a number of factors, such as how long you will allow users to keep old faxes in the system. The RightFax software itself requires about 150 MB of disk space, but each fax image (a single page) stored by RightFax occupies an average of 35 KB.
- Network interface card. The RightFax server must be connected to your local area network via a network interface card. RightFax will work on most LAN topologies and is compatible with most manufacturers' network interface cards. You can use any networking protocol supported by Microsoft networking: NetBEUI, TCP/IP, or SPX.
- Microsoft Internet Explorer 5.5.
- VGA adapter and monitor. This is required for Windows NT.
- CD-ROM drive.

Fax Board Requirements

RightFax supports Brooktrout fax boards and Intel Dialogic (also known as GammaLink) fax boards. For a list of all supported fax board types, refer to the *RightFax Fax Board Guide*.

Installing the fax boards

Fax boards can be installed in the computer running the RightFax server software, or on a separate computer called a “remote BoardServer.” For information on using remote BoardServer computers, refer to the *RightFax Administrator’s Guide*.

Phone Line Requirements

The fax boards that RightFax supports can make use of several different types of phone lines: loop-start (regular analog phone lines), Direct Inward Dial (DID), Dialed Number Identification Service (DNIS), Integrated Services Digital Network (ISDN), and several types of digital phone lines. Different types of fax boards support different types of phone lines. For information on the types of fax boards that are compatible with your available phone lines, refer to your fax board supplier or manufacturer.

Loop-start phone lines

Loop-start lines can be used for incoming or outgoing faxes. A line can be installed by the local telephone company if one is not already available through your organization’s existing phone system. Loop-start lines are also called POTS (Plain Old Telephone Service) lines.

Direct Inward Dial (DID) phone lines

Each DID phone line is called a “trunk.” When a DID trunk is installed, it is assigned a bank of numbers. For example, a DID trunk may be assigned the bank of 20 numbers ranging from 321-7450 to 321-7469. All calls to any of the assigned numbers are routed to the DID trunk.

DID phone lines have a few special attributes. First, DID lines are used for incoming faxes only. Outgoing faxes must be sent through a standard loop-start line. Second, the customer, rather than the phone company, supplies the power (called the “talk battery”) necessary to drive the phone line. For this reason, DID fax boards come with an additional power adapter which provides the necessary –48 volt current.

DID allows RightFax to route incoming faxes to their intended destinations within your company. Whenever someone dials a number within the range, the DID trunk is activated by the phone company and the fax board accepts the incoming fax. Along with the fax data, the phone company sends the board the last three or four digits of the phone number dialed. The fax board collects these digits and passes them to RightFax. Each RightFax user has a personal fax mailbox which is assigned one of the DID trunk's numbers (known as the "routing code"). Received faxes are routed to the mailbox whose routing code matches the dialed DID number.

Warning *Never plug a loop-start phone line into a DID fax board when there is any voltage present on the phone line. Doing so will damage the fax board and void all warranties.*

Dialed Number Identification Service (DNIS) phone lines

DNIS is a T1-based version of DID service. For information on configuring your fax boards for DNIS, refer to the hardware guide included with your fax board.

Integrated Services Digital Network (ISDN) phone lines

ISDN is a worldwide standard communications network for digital data, voice, and video communication. The main advantages of ISDN over analog telephone lines are fast call setup and release and additional cost-recovery information included with the call.

PRI, BRI, E1, and T1 digital phone lines

RightFax supports PRI, BRI, E1, and T1 digital phone lines assuming you have purchased and installed the appropriate type of fax boards and network interface card. For more information on digital phone lines, refer to the *RightFax Fax Board Guide*.

■ ■ ■

Chapter 2

What is Installed on the RightFax Server?

The RightFax server installation program installs the complete suite of RightFax products. The capabilities of the server and the modules that are enabled depend on your product licensing. Because all of the RightFax software is installed, the RightFax server can be upgraded and optional modules can be added simply by purchasing a license and activating the feature. For information about upgrading the server and adding new RightFax modules, see [Chapter 4, "Upgrading and Adding Fax Channels, User Licenses, and Optional Components"](#).

In addition to the installed software, The RightFax installation creates several Windows services, adds RightFax configuration settings to the Windows Registry, adds configuration programs to Windows Control Panel, and installs the FaxUtil and Enterprise Fax Manager client programs.

RightFax Software

All of the RightFax software is installed on the server in the folder you specify during installation. By default, the software installs in the C:\Program Files \RightFax folder. Third-party software that is used by the RightFax server, such as fax board drivers, may be installed in other locations.

RightFax Configuration Programs

The RightFax server includes several configuration programs that let you customize the RightFax services. The RightFax configuration programs can be run from Windows Control Panel or from Enterprise Fax Manager (described in the *RightFax Administrator's Guide*).

The following table describes all of the RightFax configuration programs that are available.

Note Some of these configuration programs may not be enabled on the server, depending on the type of RightFax server you have licensed and the modules that are enabled.

Table 2A RightFax Server Configuration Programs

Configuration program	Description
RightFax BoardServer	Use this program to modify the RightFax BoardServer services. BoardServer services act as the communication link between the RightFax server and the fax hardware. Use the BoardServer configuration program to customize each installed fax board and each fax channel. Although you may have only one BoardServer service installed on a single computer, you can optionally create RightFax BoardServer services on remote computers to offload fax board processes or to expand your network's fax board and fax channel capacity. For more information on BoardServers, refer to the <i>RightFax Administrator's Guide</i> .
RightFax E-mail Gateway	Use this program to create and modify the RightFax e-mail gateway services. E-mail gateway services act as the communication link between the RightFax server and your organization's e-mail software. It is possible to install multiple e-mail gateways, each communicating with a different e-mail server. For more information on e-mail gateways, refer to the <i>RightFax Administrator's Guide</i> , the <i>RightFax Gateway for Microsoft Exchange Guide</i> , or the <i>RightFax Gateway for Lotus Notes Guide</i> (depending on the gateway you add).
RightFax Integration	Use this program to modify the RightFax Integration Module service. The Integration Module integrates the RightFax server with applications on mainframe, mid-range, and local area network host systems. For more information on the RightFax Integration Module, refer to the <i>RightFax Integration Module Guide</i> .
RightFax SAP Gateway	Use this program to create and modify the RightFax SAP gateway services. SAP gateway services act as the communication link between the RightFax server and SAP clients. It is possible to install multiple SAP gateways, each communicating with a different SAP client. For more information on the SAP gateway module, refer to the <i>RightFax Connector for SAP R/3 Guide</i> .
RightFax Server	Use this program to modify the RightFax Server service. The Server service controls all of the RightFax services and coordinates communication between the server computer, client computers, fax boards, and the fax database. For more information on the RightFax Server service, refer to the <i>RightFax Administrator's Guide</i> .
RightFax WorkServer	Use this program to create and modify the RightFax WorkServer services. WorkServer services perform the most processor-intensive functions required by the RightFax server, such as cover sheet generation, PCL-to-fax conversion, and optical character recognition. By default, three separate WorkServer services are installed on the RightFax server, and each WorkServer service can be customized to perform specific functions. You can also create RightFax WorkServer services on remote computers to offload your most processor-intensive functions. For more information on WorkServers, refer to the <i>RightFax Administrator's Guide</i> .

RightFax Services

The names of all RightFax services begin with the word “RightFax.” This lets you easily identify all of RightFax services that are currently running. You can modify most RightFax services through their configuration programs, which can be run from Windows Control Panel or from the RightFax administrative program, Enterprise Fax Manager (described in the *RightFax Administrator’s Guide*).

RightFax Registry Entries

All of the RightFax registry entries are located in the Windows Registry under the following keys:

- HKEY_LOCAL_MACHINE\SOFTWARE\RightFax
- HKEY_LOCAL_MACHINE\SOFTWARE\RightFax Client
- HKEY_CLASSES_ROOT\RF...
- HKEY_CLASSES_ROOT\RightFax...

In most cases, you should not have to make changes or additions to the RightFax registry settings. However, some RightFax features do require you to make modifications to the Windows Registry. Wherever this is true, instructions are provided in the RightFax documentation.

RightFax Client Applications

In addition to the RightFax server software, two RightFax client applications are installed on every RightFax server: FaxUtil and Enterprise Fax Manager. FaxUtil is a fax mailbox program that lets users create, send, receive, and organize their fax documents. Enterprise Fax Manager is the administrative program that lets the administrator manage all aspects of each RightFax server on the network. These client applications can also be installed on other computers on the network, allowing your organization’s fax users to manage their own fax mailboxes from their computers and allowing fax administrators to manage fax servers from remote computers.

For more information on both FaxUtil and Enterprise Fax Manager, refer to the *RightFax Administrator’s Guide*.

■ ■ ■

Chapter 3

Installing the RightFax Software

Before You Begin

Before you begin, ensure that your computer hardware and software meets the minimum requirements for server installation as outlined in [Chapter 1, "Hardware and Software Requirements"](#).

Upgrading to RightFax Version 8.5 from a Previous Version

- Before upgrading an earlier version of RightFax to version 8.5, you must uninstall the existing RightFax Fax Board Drivers. Run this uninstall program from the Add/Remove Programs application in Windows Control Panel.
- Before upgrading any earlier version of the RightFax Remote BoardServer to version 8.5, you must uninstall the existing Remote BoardServer software. Run this uninstall program from the Add/Remove Programs application in Windows Control Panel.
- Any existing files for the RightFax Web Client, the RightFax SecureDocs Module, or Enterprise Fax Manager Web Edition will be deleted when you upgrade these applications on the Microsoft IIS server. If you have created customized files for any of these applications, you must save copies of the customized files before upgrading, and then merge your customizations into the upgraded files.
- RightFax version 8.5 does not support the CP6/SC, CP12/SC, or CP4/SC PEB bus Dialogic digital fax boards. If you already have one or more of these fax boards installed, do not upgrade the RightFax server to version 8.5 or later.
- Before upgrading from any previous version of RightFax, back up the entire RightFax folder structure. To get a complete backup of your RightFax server software, you must first stop all RightFax services.

By the time you receive this software, new information or software updates may be available. For the latest information on upgrading the RightFax software, visit the RightFax support Web site at www.rightfax.com/support. This Web site may provide up-to-date information on installing and upgrading the RightFax server.

To upgrade a RightFax server to version 8.5, run the server installation as described in the section “[Installing the RightFax Server](#)” (page 18).

Rolling out a software upgrade

If you have a large enterprise with a complex server and client system, you may want to gradually phase-in the RightFax software upgrade.

Because the RightFax server software is backward-compatible with all supported versions of the RightFax client software, you should plan to upgrade the server first, and then upgrade the client systems later.

The RightFax servers need not all be upgraded at the same time. You can run a network of RightFax servers of different versions without loss of functionality. The same is true for RightFax client applications.

Installing the RightFax Server

Important If you are installing RightFax in a Windows NT 4.0 or Windows 2000 cluster, refer to [Appendix A, “Installing RightFax in a Windows NT 4.0 or Windows 2000 Cluster”](#) for special instructions.

The RightFax server is the computer that runs the fax server software. The server performs all the work required for sending and receiving faxes, including managing the fax database, converting documents into fax images, adding signatures, overlaying forms, maintaining logs, printing faxes, and creating fax cover sheets.

A complete RightFax server installation is comprised of these major tasks:

1. Optionally install the fax board hardware into your RightFax server. If you will be using one or more remote BoardServer computers to house the fax boards, you do not need to have fax boards installed in the RightFax server computer. For more information on using remote BoardServer computers, refer to the *RightFax Administrator's Guide*.

Note This step does not include installing the fax board driver software. The fax board drivers should be installed only after installing the RightFax server software.

2. Install the RightFax server software (see “[Installing the RightFax server software](#)” on page 19).
3. Install the fax board drivers (see “[Installing the fax board drivers](#)” on page 21).

4. Install the RightFax administrative utilities (see “Installing the RightFax administrative utilities” on page 22).
5. Configure the RightFax Server, WorkServer, and BoardServer modules (described in the *RightFax Administrator’s Guide*).
6. Test the fax boards (described in the *RightFax Fax Board Guide*).
7. Set up users and other RightFax database objects using Enterprise Fax Manager (described in the *RightFax Administrator’s Guide*).

To ensure that your RightFax server installation goes smoothly, and to avoid unnecessary delays, it is important to perform each step in the installation completely and correctly before proceeding to the next step.

Installing the RightFax server software

By the time you receive this software, new information or software updates may be available. For the latest information on installing RightFax servers, visit the RightFax support Web site at www.rightfax.com/support. This site provide up-to-date information on installing and upgrading your RightFax server.

To install the RightFax server software

1. Log on to the computer using an ID with Windows administrative access. If you do not log on with administrative access, the installation and configuration of RightFax will fail.

Note If you are installing on a Novell network, the SAP Agent, NWLINK IPX/SPX, and Gateway for NetWare must be installed on your RightFax server. File and Print services for NetWare should be installed if you plan to connect DOS clients.

2. Ensure that a PCL5 printer driver (such as HP LaserJet 4) is installed on the RightFax server. If not, install the driver by adding a printer in Windows. When prompted for a printer port, select **File**. Use the default printer name and do not print a test page. This step allows RightFax to create a print-to-fax queue during the server installation.
3. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
4. In the menu of install options, select the option to install the RightFax server. The RightFax install wizard opens.
5. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation.
6. Enter your name, organization name, and your product serial number when prompted. Your product serial number is printed on a label attached to the product box.

7. When prompted for an installation folder, click **Next** to accept the default folder (recommended) or click **Change** to select a new folder.
8. Continue until you are prompted for a default language. The RightFax server is installed with versions of its client applications in the following languages:
 - English
 - French
 - French-Canadian
 - German
 - Italian
 - Portuguese
 - Spanish

Select the language for the FaxUtil and Enterprise Fax Manager client applications that will be installed on the RightFax server. When you install the client applications on your users' computers (described in the *RightFax Administrator's Guide*), you can install any of these languages.

9. On the **eTransport Install** screen, enter the name of an SMTP server on your network through which fax documents addressed to e-mail recipients will be sent.
10. Click **Install** to begin the installation.
11. When prompted, select the service account that the RightFax services will use to start. This should be an account with administrative privileges on the RightFax server. You can click **Load Users** to list all the user accounts accessible to the server computer and select the user account you want.

Note If you will be accessing files from or printing to Novell queues on a NetWare volume, the service account must exist in Novell as an account.

12. You will be prompted to add an e-mail gateway. E-mail gateways let your organization's fax users send and receive faxes through their e-mail client applications. To add one or more e-mail gateways, click **Add Gateway** and select the type of gateway to add. When you add a new gateway, a configuration dialog box opens. For information on completing the options in this dialog box, refer to the *RightFax Administrator's Guide*, the *RightFax Gateway for Microsoft Exchange Guide*, or the *RightFax Gateway for Lotus Notes Guide* (depending on the gateway you add).
13. Depending on the type of RightFax server you are installing, you may be prompted to configure the RightFax Integration module. For information on completing the options in this dialog box, refer to the *RightFax Integration Module Guide*.
14. When the install wizard is complete, click **Finish**. If you are prompted to restart the computer, you must restart to ensure that the server operates properly.

15. To enable installation of the RightFax client software FaxUtil and Enterprise Fax Manager on client computers, share the RightFax folder by entering this line at a command prompt:

```
NET SHARE RIGHTFAX=C:\PROGRAM FILES\RIGHTFAX
```

(Where *C:\PROGRAM FILES* is the folder where you installed the RightFax server software.)

Note On Novell networks, the *RightFax\Client* folder may need to be manually copied to a NetWare server volume.

Installing the fax board drivers

Regardless of the type of fax boards you use, you must run a separate fax board hardware driver install program on all computers containing the fax boards after installing the server. This install program is provided with your RightFax server software on a separate CD labeled "Fax Board Driver Install."

Follow these steps to install the fax board hardware drivers. Be sure to run this installation on all RightFax servers and remote BoardServer machines after installing or upgrading the RightFax server.

To install the fax board drivers

1. Insert the Fax Board Driver Install CD. If AutoRun is not enabled, run *RightFax\Setup.exe*. The RightFax Hardware Module install wizard opens.
2. Click **Next** at the opening screen to view the RightFax license agreement. You must accept the license agreement in order to continue the installation.
3. On the **Fax Hardware Selection** screen, select the type of fax boards you have installed (Brooktrout and/or Dialogic). If you select Dialogic, specify whether you have installed the GammaLink CPI or Dialogic DM3 models. Click **Next**.
4. Click **Install** to begin the installation.
5. Select the manufacturer and specifications of the installed fax boards. This step configures one or more of a single type of fax board. If you have more than one type of fax board installed in your server (i.e., Brooktrout and Dialogic, or PCI and ISA bus), you must configure the remaining boards after installation using the BoardServer configuration program (see "Configuring the BoardServer" on page 73).
6. When all of the required drivers have been installed, click **Finish** to complete the RightFax Hardware Module install wizard.

If you installed drivers for the Dialogic DM3 fax board series, a separate Dialogic board configuration program will run. For information on completing this configuration, refer to the documentation included with your fax board or contact your board manufacturer.

Installing the RightFax administrative utilities

The RightFax server includes several administrative utilities that are installed separately from the RightFax server. It is strongly recommended that you install the administrative utilities on the RightFax server immediately after installing the server software. The administrative utilities are installed in the RightFax\AdmUtils folder on the RightFax server.

The following table lists each of the administrative utilities that are installed in this procedure. For more information the RightFax administrative utilities, refer to the *RightFax Administrator's Guide*

Table 3A The RightFax Administrative Utilities

Utility	Description
ChgUser.exe	Changes RightFax privileges and options for all users or groups of users at once.
DSender.exe	Uploads RightFax user IDs to the HP 9100C Digital Sender so that RightFax can apply users' specific fax transmission and notification options.
FaxAge.exe	Deletes faxes from RightFax users' mailboxes at scheduled interval.
FaxDump.exe	Outputs fax data in text format for import into other databases.
Fax Reporter	Organizes and presents data from your RightFax database for reporting and billing purposes.
FaxStat.exe	Remotely monitors any RightFax server on the network.
ImpUser.exe	Imports users from a comma-delimited ASCII file.
ModUser.exe	Changes user settings for multiple RightFax users.
ODBCSync.exe	Imports user, printer, and billing code information from an ODBC source.
Perl	The Perl scripting language for use with the RightFax Integration Module.
PhnPrint.exe	Prints the published and private phonebook entries of one or more RightFax users.
RFDiag.exe	Displays diagnostic information about the RightFax server.
ServSync.exe	Compares database objects on two RightFax servers.

To install the RightFax administrative utilities

1. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options will appear. Click **Exit**.
2. Browse the CD and run Support\AdmUtils\Setup.exe. The RightFax Admin Utilities install wizard opens.
3. Click **Next** at the opening screen to open the RightFax license agreement. You must accept the license agreement in order to continue the installation.
4. Enter your name and company name when prompted. Click **Next**.
5. Select **Complete** or **Custom** install. If you select **Complete**, all of the administrative utilities will be installed except Perl. To install Perl or to install only selected administrative utilities, select **Custom**.

If you select the custom install, a message will appear asking you to specify the applications you want. When you have specified the administrative utilities to install, click **Next**.

Note The custom install option also lets you change the destination folder for the administrative utilities files. Because the Crystal Reports components of the Fax Reporter utility must be installed on the same drive as Microsoft Windows, it is recommended that you do not change the default destination drive.

6. Click **Install**. The Setup program will install the specified utilities on the RightFax server. When the files have all been installed, click **Finish** to complete the installation.

Installing Fax Management Applications for Users

RightFax supports several software applications that provide complete fax management capabilities for users, such as FaxUtil (the fax management application provided with the RightFax server), Microsoft Exchange, and Lotus Notes. The RightFax server also integrates with many third-party applications to provide native fax sending and receiving capability.

The following table lists fax management tools and third-party integrations that are supported by RightFax, including the location of information on installing and configuring each application.

Table 3B RightFax Client Applications

Fax client	Installation instructions in
DOCS Open	<i>Document Management Connector Guide</i>
FaxUtil	<i>Administrator's Guide</i>
iManage	<i>Document Management Connector Guide</i>
Lotus cc:Mail	<i>Administrator's Guide</i>
Lotus Notes	<i>Gateway for Lotus Notes Guide</i>
Microsoft Exchange	<i>Gateway for Microsoft Exchange Guide</i>
Microsoft Mail	<i>Administrator's Guide</i>
Novell GroupWise	<i>Administrator's Guide</i>
Panagon IDM Viewer	<i>Connector for Panagon Image Services Guide</i>
SAP R/3	<i>Connector for SAP R/3 Guide</i>
SMTP mail	<i>Administrator's Guide</i>
Web Client	<i>Web Client Guide</i>
WinFax PRO	<i>WinFax PRO Integration Module Guide</i>

Additional fax management applications and third-party product integrations for RightFax may be available. Contact your RightFax distributor for information on additional integrations and support.

Repairing the RightFax Server Installation

The RightFax Repair installation replaces missing or corrupted RightFax program files or Windows Registry settings, and retains your fax database and configuration settings.

To repair an installation

1. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. In the menu of install options, select the option to install the RightFax server. The RightFax install wizard opens.
3. Click **Next** at the opening screen, select the **Repair** option, and then click **Next**.
4. Click **Install** to begin the Repair installation.
5. When the Repair installation is complete, click **Finish**.

Uninstalling the RightFax Server

To ensure that all RightFax components are completely uninstalled, you must remove all separately installed RightFax components (the fax hardware drivers, administrative utilities, AutoReply, etc.) before uninstalling the RightFax server. These components can be uninstalled from Add/Remove Programs in Windows Control Panel.

To uninstall the RightFax server

Warning When you uninstall the RightFax server software, all RightFax program files, Windows Registry settings, and shortcuts are removed. In addition, all of your RightFax configuration settings are removed as well as the fax database. Captaris recommends that you back up the contents of the entire RightFax folder before uninstalling the software. For information on creating a backup of the RightFax server, refer to the RightFax Administrator's Guide.

1. Insert the RightFax server CD. If AutoRun is enabled, a menu of install options appears. If AutoRun is not enabled, browse the CD and run AutoRun.exe.
2. In the menu of install options, select the option to install the RightFax server. The RightFax install wizard opens.
3. Click **Next** at the opening screen, select the **Remove** option, and then click **Next**.
4. Click **Remove** to uninstall the RightFax server.
5. When the uninstall process is complete, click **Finish**.

Using Enterprise Fax Manager

With the Enterprise Fax Manager program, an administrator can manage users, groups, signatures, forms, printers, billing codes, library documents, and more, for all RightFax servers from one application.

Enterprise Fax Manager (EFM) is a client application that can be run from any Windows 98, Windows NT, or Windows 2000 computer, and it is installed on the RightFax server computer when you run the server installation.

Running the Enterprise Fax Manager program

After the RightFax server software has been installed, run Enterprise Fax Manager from the **Programs** list in the **Start** menu. When you run Enterprise Fax Manager for the first time, it will try to log on under your network user ID. If you did not log on to the network as “Administrator” a **Login** dialog box will appear. Enter a user ID and password with RightFax administrative access.

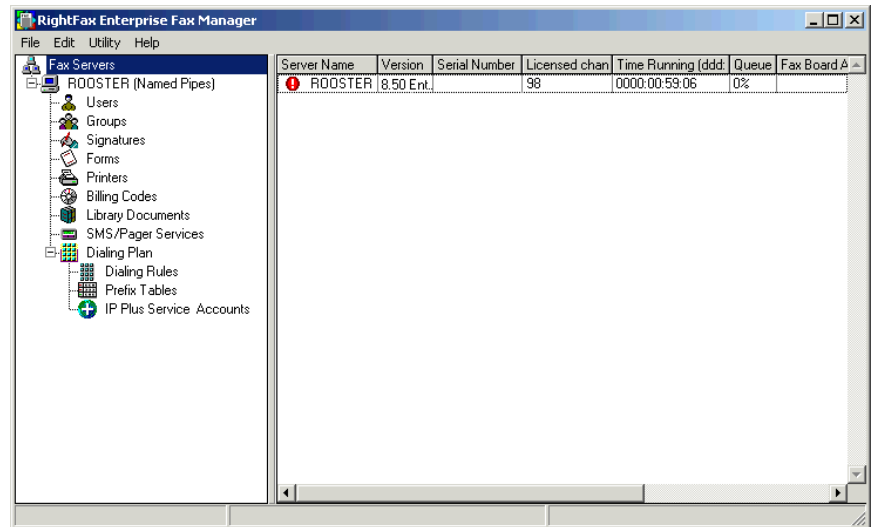
***Important** When the RightFax server software is installed, a RightFax user account is created called “administrator” with a blank password. Use this account to open Enterprise Fax Manager for the first time. Once you are running Enterprise Fax Manager, you can create a new administrative account with password protection.*

The Enterprise Fax Manager window

Enterprise Fax Manager displays data and statistics about RightFax servers and the components of each server such as users and groups. In the left pane of the window is a tree structure that displays each of the fax servers on your network and each fax server’s components. To appear in this list, a RightFax server must be opened. To open a RightFax server on your network, select **File > Open** and enter the name of the server when prompted.

The right pane displays details of the selected fax server or component. Items listed on the right, such as individual users or library documents, are referred to as database objects. Database objects can be added, deleted, and modified according to your needs.

Figure 3.1 The Enterprise Fax Manager Window



For more information on configuring fax servers and database objects using Enterprise Fax Manager, refer to the *RightFax Administrator's Guide*.

■ ■ ■

Chapter 4

Upgrading and Adding Fax Channels, User Licenses, and Optional Components

You can easily expand and extend the functionality of your RightFax server by:

- › Upgrading the server ([described on page 31](#))
- › Adding fax channels and user licenses ([described on page 32](#))
- › Adding optional components ([described on page 33](#))

Most of these additions to your fax server can be made without installing or re-installing software. You can add new functionality to all RightFax servers using “bump codes.” Bump codes are special activation codes that enable specific functionality on the server. Bump codes are provided by Captaris support engineers or your RightFax distributor, as described in this chapter.

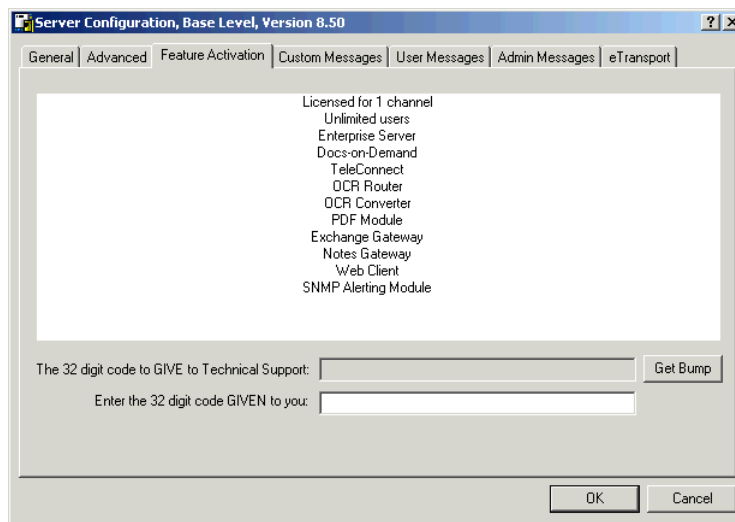
Checking for Installed Components

The different types of RightFax servers are installed with different numbers of licensed fax channels and users, and different optional components enabled. Follow these steps to display a list of the fax channels, users, and components that have been enabled on the server.

To check for installed components

1. Run Enterprise Fax Manager (see “Using Enterprise Fax Manager” on page 26) and select the server you want to check.
2. In the list of services in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.
3. Click the **Feature Activation** tab. The server type, number of licensed fax channels and users, and enabled components are listed in the window on this tab.

Figure 4.1 The List of Enabled RightFax Components



Upgrading the RightFax Server

Captaris RightFax servers can support small, medium, and large enterprises. The following servers are available.

Table 4A Captaris RightFax Server Types

RightFax server	Description
Business server	This RightFax server supports unlimited user accounts, It includes one fax channel, and is expandable to 30 fax channels.
Enterprise server	<p>This RightFax server supports unlimited user accounts. It includes three WorkServers and one fax channel, expandable to support unlimited fax channels. This server includes the RightFax Web Client™ and the OCR Router™, OCR Converter™, Docs-on-Demand™, and TeleConnect™ modules.</p> <p>The Enterprise server is also available as a product suite that includes the RightFax Enterprise server, plus the Gateway for Microsoft® Exchange, the Gateway for Lotus Notes®, the Document Management Connector™, and the SNMP Alerting™, and PDF modules.</p>
Integration server	<p>The RightFax server and the RightFax Integration Module enable applications for information exchange. The Integration Module integrates RightFax with applications on mainframe, mid-range, and local area network host systems.</p> <ul style="list-style-type: none"> ▸ The RightFax Business Integration Module can be installed on the RightFax Business and Enterprise servers. ▸ The RightFax Enterprise Integration Module can be installed on the RightFax Enterprise server.
Satellite server	This RightFax server supports up to 15 user accounts. It includes two WorkServers and two fax channels.

To upgrade the RightFax server

1. Contact your RightFax distributor and purchase the appropriate server license. You will be sent a new license card that includes a new product serial number.
2. Run Enterprise Fax Manager (see "Using Enterprise Fax Manager" on page 26) and select the server that you want to upgrade.
3. In the service name list in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.
4. Click the **Feature Activation** tab.
5. Click **Get Bump**. The RightFax service will be stopped, and a bump code will be displayed. Be prepared to provide this bump code to a Captaris support engineer.

6. Call the RightFax product support group at (520) 320-7070.

Important Some RightFax service plans require that you contact your RightFax distributor for bump codes rather than the RightFax support group. If so, you must contact your distributor at the phone number that was provided as part of your service agreement.

7. From the voice menu, select the option for support with a Captaris faxing product, and then select the option for a bump code. Your call will be routed to a support engineer.
8. Follow the instructions provided by the support engineer for upgrading your server. You will be provided with a new bump code to enter in the **Feature Activation** tab.

Adding Fax Channels and User Licenses

To add fax channels

1. Contact your RightFax distributor and purchase the appropriate channel or user license. You will be sent a new license card that includes a new product serial number.
2. Run Enterprise Fax Manager (see “Using Enterprise Fax Manager” on page 26) and select the server to which you are adding channels or user licenses.
3. In the service name list in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.
4. Click the **Feature Activation** tab.
5. Click **Get Bump**. The RightFax service will be stopped, and a bump code will be displayed. Be prepared to provide this bump code to a Captaris support engineer.
6. Call the RightFax product support group at (520) 320-7070.

Important Some RightFax service plans require that you contact your RightFax distributor for bump codes rather than the RightFax support group. If so, you must contact your distributor at the phone number that was provided as part of your service agreement.

7. From the voice menu, select the option for support with a Captaris faxing product, and then select the option for a bump code. Your call will be routed to a support engineer.

8. Follow the instructions provided by the support engineer for upgrading your server. You will be provided with a new bump code to enter in the **Feature Activation** tab.
9. After you have added the new fax channels or user licenses, they must be configured for use by RightFax. New fax channels are configured in the BoardServer configuration program. New users are configured in Enterprise Fax Manager. For information on running the BoardServer configuration program or Enterprise Fax Manager, refer to the *RightFax Administrator's Guide*.

Enabling New RightFax Optional Components

To enable new RightFax components

1. Contact your RightFax distributor and purchase the appropriate component license. You will be sent a new license card that includes a new product serial number.
2. Run Enterprise Fax Manager (described in the *RightFax Administrator's Guide*) and select the server to which you are adding the new component.
3. In the service name list in the lower-right pane, double-click **RightFax Server Module**. The RightFax Server Configuration window opens.
4. Click the **Feature Activation** tab.
5. Click **Get Bump**. The RightFax service will be stopped, and a bump code will be displayed. Be prepared to provide this bump code to a Captaris support engineer.
6. Call the RightFax product support group at (520) 320-7070.

Important Some RightFax service plans require that you contact your RightFax distributor for bump codes rather than the RightFax support group. If so, you must contact your distributor at the phone number that was provided as part of your service agreement.

7. From the voice menu, select the option for support with a Captaris faxing product, and then select the option for a bump code. Your call will be routed to a support engineer.
8. Follow the instructions provided by the support engineer for upgrading your server. You will be provided with a new bump code to enter in the **Feature Activation** tab.

9. After you enter the new bump code, the new RightFax component(s) will be available. For information on configuring and using RightFax components, refer to the documentation for your particular products.

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Chapter 5

Documentation and Support

RightFax Documentation

Documentation for the RightFax server, the RightFax client applications, and all of the RightFax components and modules is installed in PDF format on the RightFax server. For your convenience, Captaris also provides three of these guides in printed form: the *RightFax Installation Guide*, the *RightFax Administrator's Guide*, and the *RightFax Integration Module Guide* (provided only with a licensed copy of the RightFax Integration Module). The remaining guides are formatted to be easily viewed on-screen or printed.

All of the RightFax user guides (including PDF versions of the printed guides) are located in the RightFax\Docs folder on the RightFax server and on the product CD. In addition, most of these documents can be downloaded from the RightFax Web site at www.rightfax.com/support/docs.htm.

The following table describes all of the user guides available for RightFax and lists the RightFax components that each guide supports.

Note To view these files, you must have Adobe Acrobat Reader installed. A copy of Adobe Acrobat Reader can be found on the RightFax server installation CD in the Docs folder.

Table 5A RightFax User Guides

Guide name	Description
<i>Activating and Using PDF Module</i>	A guide to installing, configuring, and using the RightFax PDF Module.
<i>Activating and Using the OCR Converter Module</i>	A guide to installing, configuring, and using the RightFax OCR Converter Module.
<i>Activating and Using the OCR Router Module</i>	A guide to installing, configuring, and using the RightFax OCR Router Module.

Table 5A RightFax User Guides (*continued*)

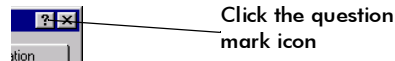
Guide name	Description
<i>Administrator's Guide</i>	A comprehensive guide to configuring and maintaining all RightFax servers.
<i>API Reference Guide</i>	A reference for C programmers and Visual Basic programmers for using the RightFax API. This guide can be downloaded from the RightFax Web site at www.rightfax.com/api .
<i>Client for Lotus Notes Quick Reference Card</i>	A reference card for users who will send and manage faxes with the RightFax Gateway for Lotus Notes.
<i>Client for Microsoft Outlook Quick Reference Card</i>	A reference card for users who will send and manage faxes with the RightFax Gateway for Microsoft Exchange.
<i>COM Reference Guide</i>	A guide to using the RightFax COM module for creating custom RightFax applications with Visual Basic. This guide is provided in PDF format on the RightFax COM Module installation CD.
<i>Connector for Baan IV C3 Guide</i>	A guide to installing, configuring, and using the RightFax Connector for Baan IV C3.
<i>Connector for Oracle CRM Guide</i>	A guide to installing, configuring, and using the RightFax Connector for Oracle CRM.
<i>Connector for Oracle E-business Suite Guide</i>	A guide to installing, configuring, and using the RightFax Connector for Oracle E-business Suite.
<i>Connector for Panagon Image Services Guide</i>	A guide to installing, configuring, and using the RightFax Connector for Panagon Image Services.
<i>Connector for SAP R/3 Guide</i>	A guide to installing, configuring, and using the RightFax Connector for SAP R/3.
<i>Docs-on-Demand Guide</i>	A guide to installing, configuring, and using RightFax Docs-on-Demand.
<i>Document Management Connector Guide</i>	A guide to integrating RightFax with iManage and Hummingbird content management applications.
<i>Fax Board Guide</i>	A guide to all the fax boards supported by RightFax, including required hardware and software configuration.
<i>FaxUtil Quick Reference Card</i>	A reference card for users who will send and manage faxes with RightFax FaxUtil.
<i>Gateway for Lotus Notes Guide</i>	A guide to installing, configuring, and using the RightFax Gateway for Lotus Notes.
<i>Gateway for Microsoft Exchange Guide</i>	A guide to installing, configuring, and using the RightFax Gateway for Microsoft Exchange.
<i>Installation Guide</i>	A guide to installing the RightFax server, upgrading the server, and adding new components.
<i>Installing and Using the InterAction Integration Software</i>	A guide to configuring RightFax to work with the InterAction contact management system.
<i>Installing and Using the WinFax PRO Integration Module</i>	A guide to configuring RightFax to use WinFax PRO as a fax client.
<i>Integration Module Guide</i>	A guide to installing, configuring, and using the RightFax Integration Module.

Table 5A RightFax User Guides (continued)

Guide name	Description
<i>InternetLink Module Guide</i>	A guide to installing, configuring, and using the RightFax InternetLink Module.
<i>SecureDocs Module Guide</i>	A guide to installing, configuring, and using the RightFax SecureDocs Module.
<i>SNMP Alerting Module Guide</i>	A guide to installing, configuring, and using the RightFax SNMP Alerting Module.
<i>TeleConnect Guide</i>	A guide to installing, configuring, and using RightFax TeleConnect.
<i>Web Client Guide</i>	A guide to installing, configuring, and using the RightFax Web Client.
<i>Web Client Quick Reference Card</i>	A reference card for users who will send and manage faxes with the RightFax Web Client.

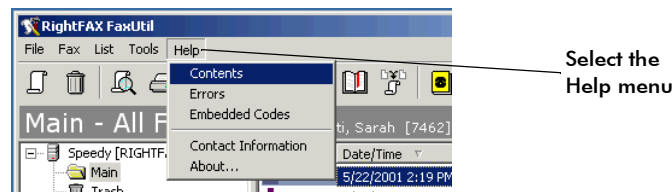
Getting Help Online

Most of the RightFax windows and dialog boxes include context-sensitive help. Typically, this help describes each field and option in a dialog box. This context-sensitive help can be launched from the question mark icon in the title bar of a dialog box.



- ▶ Click this icon, and then click any option on the dialog box to view its definition.
- ▶ Or, press F1 to view a definition.

Online help for tasks or conceptual topics also is available. View this help by selecting the **Help** menu. You can browse the help for a topic or use the index to look up key words and terms.

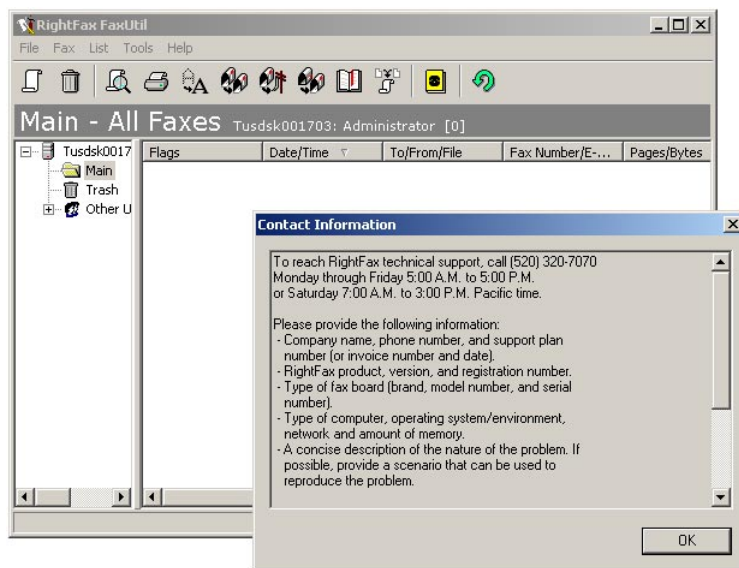


The RightFax Web site offers the latest product information. Updated documentation, a searchable customer support knowledgebase, software downloads, and the latest product offerings are all online at www.rightfax.com.

Editing Contact Information in FaxUtil

In the FaxUtil **Help** menu, users can select **Contact Information**, and a dialog box opens that lists RightFax technical support contact information.

Figure 5.1 The Contact Information Dialog Box



This contact information appears in English with RightFax contact information, but you can edit the text to provide customized information. To do so, edit the text file `Contact.txt` located in the `\RightFax\Bin` folder on the RightFax server. You can enter 24 lines of text and up to 59 characters per line.

Captaris Training Services

RightFax training gives you the skills to optimize your RightFax solution. Our comprehensive technical, administrative, and user training programs produce full utilization and understanding of RightFax products. Regular classes are held at the state-of-the-art RightFax Training Center in Tucson, Arizona, throughout the year, or you can choose the convenience of training at one of our regional locations. Training materials and computer-based training tools are also available. For more information on RightFax training, please visit our Web site at www.rightfax.com/training, or call us at (520) 320-7098 and let us help you develop a customized training plan for your organization.

Captaris Implementation Services

Captaris Implementation Services offers a team of highly skilled engineers who are experts in the deployment, implementation, and integration of RightFax solutions. Implementation services include installation and configuration, upgrades, configuration review, and advanced integration services. Whether it's through remote dial-in, an on-site implementation, or a combination of both, the Implementation Services team can quickly integrate RightFax solutions with your existing applications.

Customer Support

Your *Customer Support Guide* includes detailed information about the support options available to RightFax customers. Please fill out the *RightFax Software Warranty & Registration Card* and return it immediately. If you have questions of a technical nature, contact your organization's RightFax administrator or network administrator before calling the RightFax customer support department. On the RightFax Web site, a database of customer support knowledge contains a wealth of information on installing, configuring, and maintaining RightFax software.

RightFax Customer Support:

Captaris
Suite 210
6303 E. Tanque Verde
Tucson, Arizona 85715 USA

Voice: (520) 320-7070
Fax: (520) 321-7461
Web: www.rightfax.com
E-mail: tech@rightfax.com

5:00 A.M. to 5:00 P.M. Pacific time, Monday through Friday

7:00 A.M. to 3:00 P.M. Pacific time, Saturday

Support Plan Sales and Administration: (520) 320-7000

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Appendix A

Installing RightFax in a Windows NT 4.0 or Windows 2000 Cluster

System Requirements

Installing RightFax in a Windows cluster environment requires that you have two servers that are on the Microsoft Clustering Hardware Compatibility List (located on the Microsoft Web site) running Windows 2000 Advanced Server or Windows NT 4.0 Cluster Server. You must also have two network cards. A hardware RAID controller is required for external array and is recommended for internal array. Windows Cluster Service must be installed, configured, and operational. There also must be an external RAID array running either SCSI or fiber channel.

Configuring the Cluster Group

All of the clustered RightFax resources must be maintained in a single cluster group. This provides complete failover protection in the event of individual resource failures. This cluster group must also include a disk resource, a server name resource, and an IP address resource. The combination of these core resources creates a virtual RightFax server. Configure the cluster group to have a preferred server and to allow fail-back.

The default group created during the Cluster service installation, named "Cluster Group," may also be used for the RightFax resources. In this case, the quorum drive is typically used as the shared installation drive for the RightFax software. While this approach may add complexity to recovery procedures in the event of a Cluster service or disk device failure, it will not affect configuration or performance, and it is a good choice when hardware resources are limited to a single RAID controller.

Configuring RightFax BoardServers

It is strongly recommended that no RightFax BoardServers be installed on the clustered hardware. Phone lines and T1 lines cannot be clustered and will not failover in the event of a hardware problem. Captaris recommends that you use remote BoardServers, connecting to the virtual RightFax server.

Installing the RightFax Server

When the software installation is complete, create the RightFax cluster resources (described on page 43).

Installing RightFax on the two cluster nodes

Before installing RightFax on the two cluster nodes, ensure that a PCL5 printer driver (such as HP LaserJet 4) is installed on both computers. If not, install the driver by adding a printer in Windows. When prompted for a printer port, select **File**. Use the default printer name and do not print a test page. This step allows RightFax to create a print-to-fax queue during the server installation.

1. On both nodes, ensure that System group has full control of the System drive (the drive that Windows is installed on) including all subfolders and files.
2. On the primary node, install the RightFax server software to the shared drive according to the instructions in Chapter 3, "Installing the RightFax Software". If prompted to restart the computer at the end of the installation, select **No**. Do not install the fax board hardware drivers.
3. After RightFax is installed on the primary node, open the BoardServer configuration program in Windows Control Panel, and then click **OK**. This starts the RightFax BoardServer service on the primary node.
4. Open the Windows Services configuration program, stop all RightFax services, and set them all to manual start.
5. Open the Printers configuration program in Windows Control Panel and turn off sharing for the HPFAX printer.
6. Shut down the first node and wait for the drive to failover to the second node.
7. On the secondary node, install the RightFax server software to the same shared drive you used for the first node. If prompted to re-start the computer at the end of the installation, select **No**. Do not install the fax board hardware drivers.
8. After RightFax is installed on the secondary node, open the BoardServer configuration program in Windows Control Panel, and then click **OK**. This starts the RightFax BoardServer service on the secondary node.
9. After RightFax is installed on the secondary node, open the Services configuration program in Windows Control Panel and set all of the RightFax services to manual start.
10. Open the Printers configuration program in Windows Control Panel and turn off sharing for the HPFAX printer.
11. Re-start the first node and let it take control of the group.

Configuring the shared drive

1. Using a text editor, edit the file SetupInfo.ini located in the \RightFax\Client\Win32 folder. Change the Server Name value to the name of the cluster.
2. Create a folder on the shared drive called "Spool." This folder will be used to specify where the Print Spooler service will place its spool files.

Creating the RightFax Cluster Resources

To create the RightFax cluster resources, run Cluster Administrator and open the RightFax cluster group. You will create the following resources.

Table AA RightFax Cluster Resources

Name of Resource	Type of Resource	Service Name
RightFax File Share	File Share	N/A
RightFax Server Module	Generic Service	RFSERVER
RightFax Queue Handler	Generic Service	RFQUEUE
RightFax RPC Server Module	Generic Service	RFRPC
RightFax Paging Module	Generic Service	RFPAGE

Creating the File Share resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter "RightFax File Share."
3. Set **Resource Type** to **File Share**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic File Share Parameters** box, enter the path to the RightFax directory on the shared drive. Be sure to use RightFax as the share name.
8. Click **Finish** to add the resource to the group.

Creating the RightFax Server Module resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter "RightFax Server Module."
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type "RFSERVER."
8. Select the **Use Network Name for Computer Name** check box.
9. Under **Registry Replication**, click **Add** and type "SOFTWARE\RightFax." This allows the registry information stored by RightFax to dynamically change from one node to another if the server goes down.
10. Click **Finish** to add the resource to the group.

Creating the RightFax Queue Handler resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter "RightFax Queue Handler."
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type "RFQUEUE."
8. Select the **Use Network Name for Computer Name** check box.
9. Click **Finish** to add the resource to the group.

Creating the RightFax RPC Server Module resource.

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In the **Name** and **Description** boxes, enter "RightFax RPC Server Module."
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type "RFRPC."
8. Select the **Use Network Name for Computer Name** check box.
9. Click **Finish** to add the resource to the group.

Creating the RightFax Paging Module resource

1. Right-click **Resources**, and then select **New > Resource**. The Generic Resource wizard opens.
2. In both the **Name** and **Description** boxes, enter "RightFax Paging Module."
3. Set **Resource Type** to **Generic Service**.
4. Select the RightFax group.
5. In the **Possible Owners** box, enter the names of both nodes in the cluster by selecting them and clicking **Add**.
6. In the **Resource Dependencies** box, add the Disk Resource, Network Name, and IP Address resources.
7. In the **Generic Service Parameters** box, type "RFPAGE."
8. Select the **Use Network Name for Computer Name** check box.
9. Click **Finish** to add the resource to the group.

Configuring the RightFax Printer

Creating a clustered print spooler

1. Run Windows Cluster Administrator and select the RightFax group.
2. Create a new resource called "Print Spooler."
3. Set the resource type to "Print Spooler" and verify that the RightFax group is the owner.
4. Verify that both cluster nodes are listed under **Possible Owners**.
5. Set the cluster IP address, cluster name, and share drive as dependencies.
6. Set the path to the "Spool" folder you created on the shared drive.
7. Start the print spooler resource in Cluster Administrator.

Creating the HPFAX print queue

To create the HPFAX print queue on a Windows 2000 cluster

1. Open the Printer folder on the RightFax virtual server.
2. Create a new TCP/IP port, using the shared cluster IP address as the target IP address and HPFAX as the port name.
3. Select **Custom Device Type**, and click **Settings**. Select RAW as the protocol and set the port number to 53199.
4. Select an HP LaserJet III, LaserJet 4, or LaserJet 5 printer driver and share the printer as HPFAX.
5. Open the **Properties** of the HPFAX printer, click the **Advanced** tab, and then click **Separator Page**. Enter the following for the separator page:
`SharedDrive:\RightFax\bin\RightFax.sep`
 Where *SharedDrive* is the drive letter of the shared drive on which RightFax is installed.
6. Re-start both nodes.

To create the HPFAX print queue on a Windows NT 4.0 cluster

1. Open the Printer folder on the RightFax virtual server.
2. Create a new printer called HPFAX, set the port to \\.\pipe\RightFax, and select an HP LaserJet III, LaserJet 4, or LaserJet 5 printer driver.
3. Open the properties of the HPFAX printer, click the **Advanced** tab, and then click **Separator Page**. Enter the following for the separator page:
`SharedDrive:\RightFax\bin\RightFax.sep`
 Where *SharedDrive* is the drive letter of the shared drive on which RightFax is installed.
4. Restart both nodes.

Completing the Installation

1. Bring all of the RightFax resources on-line.
2. On the secondary node, open Cluster Administrator and verify that the primary node currently owns all resources.
3. Shut down the primary node and verify that all resource fail over to the secondary node.
4. Re-start the primary node and verify that all resources fail back.

